

City of Twin Falls

JOB ANNOUNCEMENT

DATE: August 1, 2012

POSITION: Communications Specialist/ Dispatch

DEPARTMENT: Police

BEGINNING BI-WEEKLY SALARY: \$1,077 **GRADE:** 7

EFFECTIVE DATE: This testing is to establish a pool of qualified applicants. There are no current vacancies at this time.

GENERAL DESCRIPTION OF WORK: The primary function of a communications specialist is to answer emergency and non-emergency calls for police, fire, public works and other city services using a multi-line telephone and 911 systems. Must receive, evaluate, dispatch and process requests for emergency and non-emergency service from and to the public, police, fire, and public works vehicles in a fast, courteous, accurate and efficient manner. Required to enter data into a computer-aided dispatch (CAD) operating system. At times the individual will be required to maintain their composure and respond to calls under stressful and emotional situations. The work is performed under the direction of a supervisor. May provide assistance in other areas within the Police Department, as well as any other job-related duties as assigned.

Communication Specialists must work varying hours, including night, weekend and/ or holiday shifts in a general, 24 hour, office environment. The current 40 hour work week is based on a 10 or 12 hour shift depending on coverage, beginning at either 6:00 a.m. or 6:00 p.m.; shift schedules change from days to nights at two month intervals.

QUALIFICATIONS: Must be 19 years or older at the time of employment; have a high school diploma or G.E.D.; and have no disqualifying criminal history. Must have some experience and/ or training in clerical work or related field with knowledge of standard office practices and procedures, including filing and the operation of standard office equipment such as a personal computer, basic software applications and multiple-line telephone. Due to the nature of the work, accuracy, attention to detail, analytical skills and both verbal and written communication skills are necessary. Prior experience in police and/ or fire dispatch or communications is desirable but not required. Must have excellent interpersonal skills with the ability to work with a variety of individuals; remain calm and to stay focused under the most stressful of situations. A complete and thorough background investigation, psychological assessment, VSA, and pre-employment drug test are required.

APPLICATION PROCEDURE: A completed application and pre-employment assessment test must be submitted to the Human Resources department by August 17, 2012.

To schedule an appointment for the assessment please call the Human Resources Office at 208-735-7268. The test is administered at City Hall and will take approximately 30 minutes.

Included in this packet is an overview of the assessment test, a list of the skills that will be tested, and the administrative guidelines for answering the questions. Applicants who successfully complete the assessment will be called for an oral interview, to take place at City Hall on either Thursday, August 23rd or Friday, August 24th, 2012.

The top candidates will be invited back for a psychological assessment to take place in September.

Applications may be obtained from the City website www.tfid.org or from the Human Resources Office located in City Hall, 321 2nd Avenue East. Apply immediately. For additional information, contact 208-735-7268 or direct email to hr@tfid.org. Closing date for this position is August 17, 2012.

Human Resources Department

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